



## **FLORIDA COLLABORATIVE TRAINERS**

Florida Collaborative Trainers has created an advanced, interdisciplinary Collaborative Process training that addresses some of the issues that occur during our most difficult cases. For the last several years when we have presented our basic introductory trainings, we have received feedback from attendees requesting an advanced training that illustrates problems encountered in cases with difficult and challenging clients. More recently, we have received questions about how to deal with Collaborative professionals who do not seem to be working collaboratively or have regressed at times to a litigation posture. Learning the importance of the structure in Collaborative Process, how to manage difficult clients, understanding how our brain functions and identifying what drives our behavior, managing emotions, communication dynamics, awareness of paradigm “slips” and the underlying causes, are the issues we will address in this training. Finally, understanding and use of the Debrief will tie in all the elements of the presentation.

### **OBJECTIVES**

1. To identify the importance of structure in the Collaborative Process
2. To identify the main mechanisms of the brain that influence behavior
3. To identify the different types of challenging clients
4. To apply appropriate skills and responses when dealing with the challenging client
5. To identify and utilize effective communication skills
6. To describe the paradigm shift for attorneys, financial and mental health professionals
7. To explore the underlying causes that can interfere with a paradigm shift
8. To demonstrate the use of Team skills when a paradigm shift is not made
9. To identify the components of the Debrief for Collaborative Professionals

### **HOURS**

8 Hours





# Florida Collaborative Trainers

*Fitting the Pieces Together – An Interdisciplinary Training Group*

## PROGRAM

### MORNING – ADVANCED TRAINING

- 8:00 - 8:30AM Registration and Continental Breakfast
- 8:30 - 8:40AM Welcome, Acknowledgements, Introductions  
Overview of Program
- 8:40 - 9:15AM “Who’s in Charge?”  
Structuring the Collaborative Process  
Collaborative Charter Airlines
- 9:15- 9:45AM Questions and Answers
- 9:45- 10:00AM Break
- 10:00- 11:00AM “The Brain – Who’s the Boss?”
- The Triune Brain
  - Left vs. Right Brain Function
  - The Amygdala
  - The Amygdala Hijack
  - Maslow’s Hierarchy of Needs
  - Good People in a Bad Situation
  - Psychological Concepts for the Team
    - Transference/Counter-transference
    - Cognitive Distortions
    - Reframing
    - Parallel Process
    - Difficult Situations
    - The Challenging Client
      - The Volatile Client
      - The Self-Focused Client
      - The Manipulative Client
      - The Dramatic Client
  - Managing the Challenging Client

11:00- 12:00pm “It’s Not What You Said – It’s How You Said It”  
Communication Issues

12:00 - 1:15PM Lunch and Networking Opportunity

## **AFTERNOON – ADVANCED TRAINING**

1:15- 2:00AM “Wolf in Sheep’s Clothing”: Collaborative  
Professionals Who Haven’t Quite Made the  
Paradigm Shift

2:00- 2:15PM Questions and Answers

2:15- 2:30PM Break

2:30- 3:15PM Collaborative Mission ~~Impossible~~ – Possible!

3:15- 3:30PM Feedback

3:30- 4:30PM The Art of a Successful Debrief

Interactive Participation

Questions and Answers

4:30- 5:00PM Wrap-Up

